

Natalie Egger, Federal Ministry of Finance, Austria

IT-supported trans-organizational processes in e-Government

Agenda

- Initial situation
- Heterogeneity of administrative processes
- Coordination of processes on the example of KIAB
- E-Government potentials
- The vision of a Federal Data Model

Initial situation

- The implementation of e-Government applications is a leading vision of the public administration to link citizens, businesses and different authorities through ICT
- Improved service delivery for the modernization of the public administration
- Establishment of citizen and businesses oriented cross-governmental processes

Challenge

Identification of the heterogeneity and the complex rule set that forms the basis of these processes and map them in IT procedures

Heterogeneity of administrative processes

Problem

- decentralization of the administration through reform programs
- more departments, authorities and external participants
- different hierarchical levels
- problems in the management of administrative processes
- interoperability problem

Trans-organizational processes

- reduction of administrative burden, „softer“ forms
- linking of stakeholders
- creation of business values
- creation of trust, process and customer orientation
- improved service delivery

Coordination of processes on the example of KIAB ...

- **K**ontrolle **I**llegaler **A**rbeitnehmer **B**eschäftigung (Control of illegal employment)
- Unit was established in the local tax offices in 2002
- For the sustainable protection of the Austrian fiscal and economic area, efficient methods for the reduction of fraud had to be developed
- Measures are detection, prosecution, reduction of illegal employment and the relating tax and social costs fraud
- The operative action of the KIAB legally requires the cooperation with other authorities

... Coordination of processes on the example of KIAB

- Control actions trigger the beginning and coordination of administrative processes
- Heterogeneity of the control actions and results → heterogeneity of process chains
- IT-support KIAB-Online discharges the operative KIAB-teams
- Pushing back of double work
 - e.g. the repeated copying of proofs and the management of paper-based files is completely replaced
- e-Government application KIAB-Online unifies targets of the trans-organizational cooperation

Operational activity



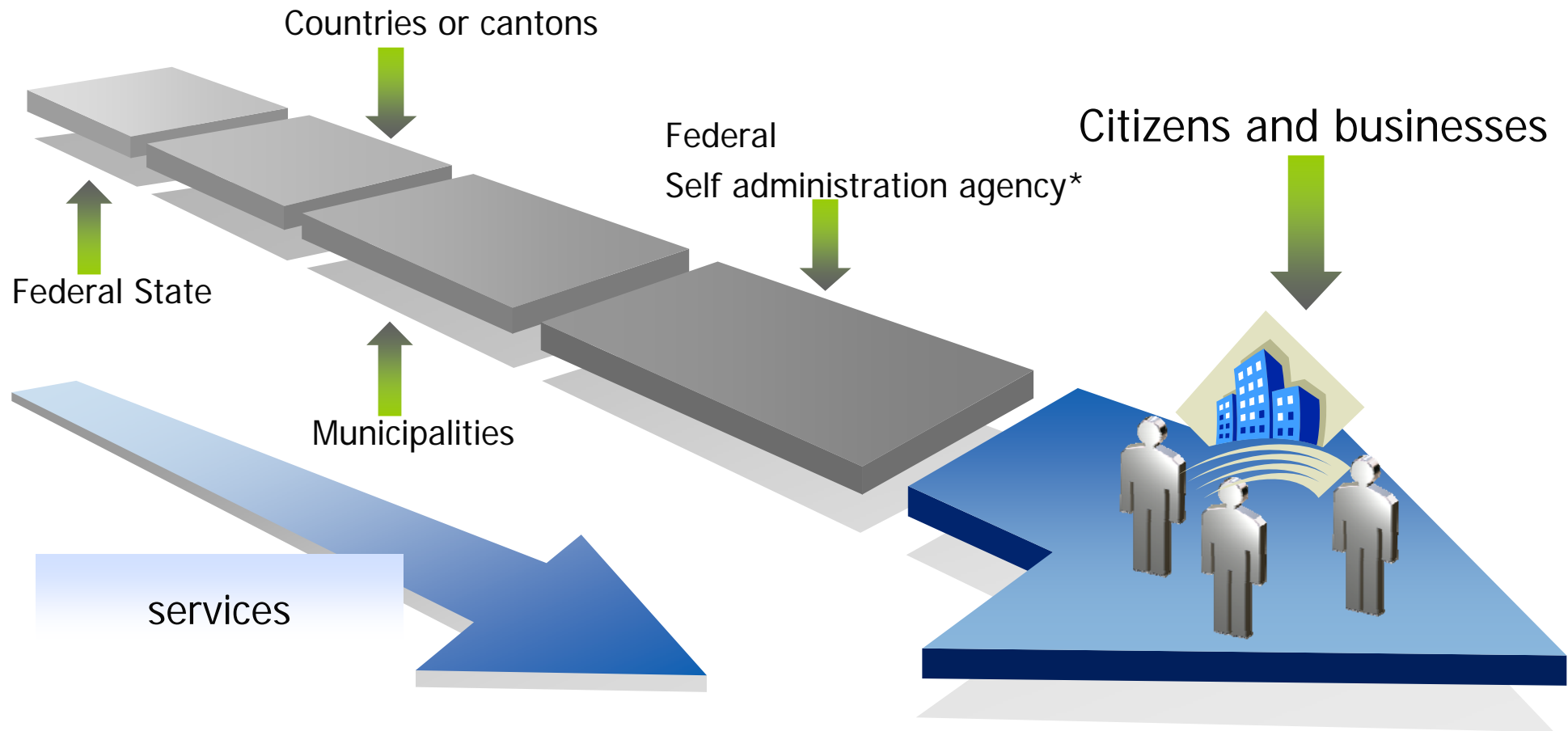
Handling of the actual challenges

- Economic efficiency of e-Government applications
 - Development of a Federal Data Model for whole state
 - Stronger focus on trans-organizational und trans-national administrative processes
 - Creation of IT-solutions where the private and the public sector interact
 - Creation of interoperability on semantical, technical, organizational and legal level
- e-Procurement as possible solution approach

The vision of a Federal Data Model

- Heterogeneity of administrative structures based on strong Federal structures, e.g. in Austria, Germany and Switzerland
- Arising of organizational and technical problems because data is often multiple collected and provided
- Development of a Federal Data Model for the whole state to push back the multiple collection of citizen and business data
- Creation of interoperability on semantical, technical, organizational and legal level

Heterogeneity of the Federal structure



* social-, pension insurance etc.

Possible solution approaches

- Political structured which are fixed in the Federal principle should be organized on the administrative level to reach an increase of efficiency and an avoidance of double work for citizens and economy
- Avoidance of duties for the multiple notification of data and the related multiple data management
- A package of organizational and technical measures is necessary
- Support of administrative cooperations on organizational level by technical measures

Definition

A raw granular Federal Data Model is a Data Model which contains administrative data.

All public administrations and other Federal institutions which are mentioned in the figure can access the Data Model on a Federal level to facilitate and accelerate procedures and goods and services respectively the provision of services.

Arising of three central questions

1.

- Who collects the data for the first time?

2.

- Who stores what?

3.

- Who gets data from which person/institution?

- Without changing facts of competence, administrative cooperations on the basis of the data model are necessary that enable authorities the access to the data which is needed for the task fulfilment
- Data exchange scenarios have to be developed which make this data accessible for the authorities
- Data should be multiple used but not multiple collected
- Provision of actual data in an administration and take them as a basis for administrative actions

Advantages

- Significant discharge effect for citizens and economy
- General increase of the economic efficiency of the total system of Austria respectively Europe
- Strengthening of the business location and rise of the competitive position

Thank you for the attention!

Natalie Egger

Project Assistant

Federal Ministry of Finance

Hintere Zollamtsstraße 4, A-1030 Wien

Phone: +43(0)1 514 33-505603

e-Mail: Natalie.Egger@bmf.gv.at